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PATENT 010284

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit:

2161

In re application of

Smith et al.

Serial No.:

10/074,325

Filing Date: February 12, 2002

METHODS AND SYSTEMS FOR

COMMUNICATING WITH SERVICE

TECHNICIANS IN A TELECOMMUNICATIONS

SYSTEM

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SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

October 3, 2003

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450 RECEIVED

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Dear Commissioner:

Applicants, in accordance with the duty of disclosure pursuant to 37 C.F.R. § 1.56, hereby advise the United States Patent and Trademark Office of the references listed on the accompanying form PTO/SB/08A Information Disclosure Statement by Applicant (Substitute for Form-1449A/PTO). Copies of the references cited therein are enclosed.

> "Express Mail" mailing label number EU990163485US October 3, 2003 Date of Deposit

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450

Applicants note that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this *Information Disclosure Statement by Applicant* "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

While applicants believe that payment of a fee is not necessary in connection with this submission, authorization is given to charge Deposit Account No. 11-1110, should a fee be deemed necessary.

Respectfully submitted,

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PTO/SB/08A (10-01)

Approved for use through 10/31/2002. OMB 0651-0031
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Substitute for form 1449A/PTO	Application Number	10/074,325	
	Filing Date	February 12, 2002	
INFORMATION DISCLOSURE	First Named Inventor	Smith	
STATEMENT BY APPLICANT	Art Unit	2161	
	Examiner Name		
(use as many sheets as necessary)			
Sheet 1 of 2	Attorney Docket Number	010284	

	U.S. PATENT DOCUMENTS						
Examiner Initials*	Cite No.1	Document Number Number - Kind Code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear		
		6,477,526 B2	11-05-2002	Hayashi et al.			
		6,484,092 B2	11-19-2002	Seibel			
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		FOREIGN F	PATENT DOC	JMENTS		
		Foreign Patent Document			Pages, Columns, Lines,	T
Examiner Initials*	Cite No. ¹	Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Where Relevant Passages or Relevant Figures Appear	T⁵
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1056402v1-0224285.0180

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				Examiner Name	
(use as	s many sheets a	s nece	ssary)		
Sheet	2	of	2	Attorney Docket Number	010284

NON PATENT LITERATURE DOCUMENTS					
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T²		
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